

Date: August 29, 2003

MAIL STOP PATENT APPLICATION
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

EV301025090US

Sir:

NEW APPLICATION TRANSMITTAL

Transmitted herewith for filing is the patent application of
Inventor(s): (1) Eric OWHADI (2) Rajpal GILL

NOTE: Patent must be applied for in the name of all
of the actual inventor or inventors.



For: "TECHNICAL SUPPORT SYSTEMS AND METHODS FOR USE IN PROVIDING
TECHNICAL SUPPORT"

Enclosed are:

1. The Papers Required For Filing Date Under 37 CFR 1.53(b):

2 Pages of specification 1 Page of abstract 3 Pages of claims
4 Sheets of drawings [X] formal [] informal
(Figs. 1-4)

In addition to the above papers there is also attached

Postcard

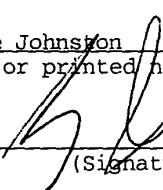
Unsigned Declaration/Power of Attorney (4 pages)

Claim to Priority (1 page) with Certified Copy of European Patent
Application No. 02354124.6Information Disclosure Statement (2 pages) with
Form PTO-1449 (modified) (1 page) and copies of Search Report
and copies of documents cited in Form PTO-1449 (modified)CERTIFICATION UNDER 37 CFR 1.10

I hereby certify that this paper and the documents referred to as enclosed
therein are being deposited with the United States Postal Service in an Express
Mail envelope with sufficient postage for Express Mailing on this date
August 29, 2003 in an envelope as "Express Mail Post Office to Addressee" Mailing
Label Number EV301025090US addressed to the:

MAIL STOP PATENT APPLICATION
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Suzanne Johnston
(Typed or printed name of person mailing paper)


(Signature of person mailing paper)

NOTE: Each paper or fee referred to as enclosed herein
has the number of the "Express Mail" mailing label
placed thereon prior to mailing. 37 CFR 1.10(b).

2. Declaration or oath

Enclosed

original

facsimile

executed by:

inventor(s)

legal representative of inventor(s) 37 CFR 1.42 or 1.43

joint inventor or person showing a proprietary interest on behalf of inventor who refused to sign or cannot be reached. 37 CFR 1.47.

petition and statement required by 37 CFR 1.47 also attached. See item 7 below for fee.

Not Enclosed

Application is made by a person authorized under 37 CFR 1.41(c) on behalf of all of the above named inventor(s). The declaration or oath, along with the surcharge required by 37 CFR 1.16(e) can be filed subsequently.

Showing that the filing is authorized. (Not required unless called into question. 37 CFR 1.41(d)).

NOTE: Where the filing is a completion in the U.S. of an international application under 35 U.S.C. 371(c)(4) then the declaration must be filed.

3. Assignment

An assignment of the invention to

4. Certified Copy

A certified copy of European Patent Application No. 02354124.6 from which priority is claimed.

NOTE: Must be referred to in oath or declaration. 37 CFR 1.55 and 163.

5. Fee Calculation

CLAIMS	AS FILED		
Number Filed	Number Extra	Rate	Basic Fee \$ 750.00
Total Claims	20 -20=	0 x	\$ 18.00 0
Independent Claims	5 -3=	2 x	\$ 84.00 168.00
Multiple Dependent Claim(s), If Any		0 x	\$280.00 0

Amendment canceling extra claims enclosed

Amendment deleting multiple dependencies enclosed

Fee for extra claims is not being paid at this time

NOTE: If the fee for extra claims are not paid on filing they must be paid or the claims canceled by amendment, prior to the expiration of the time period set for response by the Patent and Trademark Office in any notice of fee deficiency, 37 CFR 1.16(d).

Filing Fee Calculation \$ 918.00

6. Small Entity Statement

Verified statement that this is a filing by a small entity under 37 CFR 1.9 and 1.27.

Filing Fee Calculation (50% of above) \$ _____

NOTE: If a verified statement is filed within 2 months of the date of payment of first fee then the excess fee paid will be refunded on request. Notice of January 20, 1983. 1027 TMOG 114.

7. Fee Payment Being Made At This Time

Not Enclosed

No filing fee is submitted. This and the surcharge required by 37 CFR 1.16(e) can be paid subsequently.

NOTE: Where the filing is a completion in the U.S. of an international application the fee must be paid.

Enclosed

filing fee \$ _____

recording assignment (\$40.00; 37 CFR 1.21(h)(i)) \$ _____

petition fee for filing by other than all the inventors or person on behalf of the inventor where inventor refused to sign or cannot be reached.
37 CFR 1.47 and 1.17 (h) \$ _____

Total fees enclosed \$ _____

8. Method of Payment of Fees

check in the amount of \$ _____

charge account No. _____ in the amount of \$ _____
A duplicate of this transmittal is attached.

NOTE: Fees should be itemized in such a manner that it is clear for which purpose the fees are paid. 37 CFR 1.22(b).

9. Authorization to Charge Additional fees

The Commissioner is hereby authorized to charge the following additional fees which may be required to Account No. _____:

37 CFR 1.16 (filing fees and presentation of extra claims)

37 CFR 1.17 (application processing fees)

37 CFR 1.18 (issue fee at or before Mailing of Notice of Allowance, pursuant to 37 CFR 1.311(b))

NOTE: 37 CFR 1.28(b) requires "Notification of any change in loss of entitlement to small entity status must be filed in the application...prior to paying... issue fee".

10. Instructions As To Overpayment

Credit Account No. _____ refund

c/o LADAS & PARRY
5670 Wilshire Boulevard
Suite 2100
Los Angeles, California 90036-5679

Telephone: (323) 934-2300
Telefax: (323) 934-0202


Richard P. Berg
Attorney
Reg. No. 28,145